

- Ambulance service at members' request
- Non-emergency medical care
- Specialist Physicians ordered by Veterans' Home doctor for Non-Veterans
- Specialist Physicians at members' request
- Hospice care
- Psychiatry at members' request
- Non-Acute Substance Abuse Treatment for Non-Veterans

#### **Dental Services**

- Cosmetic dentistry, orthodontics and possibly a portion of medically necessary dental services (See *Note* under Home Responsible)

#### **HOME RESPONSIBLE**

*The Home will attempt to bill for these services and supplies through the potential payment sources listed (see below). If those payment sources are unable to cover the cost of these medically necessary services and supplies, the Home will pay for these items. Medical necessity is determined by the Medical Director of the Home.*

#### **Nutritional Services**

- Enteral feedings and supplies

#### **Medications**

- Medications ordered and supplied by a Veterans' Home pharmacy

#### **Medical Equipment & Supplies**

- Specialty equipment determined to be medically necessary by a Veterans' Home doctor
- Oxygen concentrators and carriers
- Ostomy supplies

#### **Medical and Healthcare Services**

- Emergency Hospital Care for Veterans at Norfolk and Western Nebraska
- Emergency Ambulance Service for Veterans
- Radiology

- Specialist Physicians ordered by Veterans' Home doctor for Veterans
- Lab/Pathology
- Physical, speech and occupational therapy
- Psychiatry ordered by Veterans' Home doctor
- Mental Health services at the Home
- Non-Acute Substance Abuse Treatment for Veterans

#### **Dental Services**

- Major dentistry, dentures and partials when medically necessary.  
*Note:* Members with resources above the threshold outlined in the Veterans' Home System guidelines will be required to pay all, or a portion, of the cost of these items. Any remaining balance will be paid by the Home.

#### **PAYMENT SOURCES**

Payment for services and supplies provided to members will be sought through the members' health insurance, Medicare, Medicare supplement, the VA system, VA sharing agreements, and Veterans' Aid Funds. In certain situations identified in this brochure, members' personal funds may be utilized for payment.

#### **NOTES**

Members may opt to not use the services and supplies within our system. However, all debt incurred becomes the personal liability of the member.

Medical expenses incurred while on pass or furlough may become the responsibility of the member.

Wheelchairs and prosthetics are provided, if qualified, through VA or by individual homes that stock or have donated chairs. Specialty chairs, if not purchased by VA, will become the member's responsibility to purchase.

## **The Nebraska Veterans' Home System**

#### **Grand Island Veterans' Home**

2300 West Capital Ave  
Grand Island, NE 68803  
308-385-6252

#### **Norfolk Veterans' Home**

600 East Benjamin Ave  
Norfolk, NE 68701  
402-370-3330

#### **Thomas Fitzgerald Veterans' Home**

15345 West Maple Road  
Omaha NE 68116  
402-595-2180

*New Location/New Name Summer 2007:*

#### **Eastern Nebraska Veterans' Home**

12500 South 40th Street  
Bellevue NE 68123

#### **Western Nebraska Veterans' Home**

1102 West 42nd Street  
Scottsbluff NE 69361  
308-632-0300

#### **Living Well...At Your Nebraska Veterans' Home**

NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM



Nebraska Health and Human Services System  
PO Box 95044 • Lincoln NE 68509  
402-471-3121  
www.hhss.ne.gov

**Effective July 1, 2006**

**ADA/AA/EOE**



printed on recycled paper

HHS-PAM-11 (99192) 4/06

# **NEBRASKA VETERANS' HOME SYSTEM**

## **UNDERSTANDING OF SERVICES AND SUPPLIES FOR SKILLED NURSING CARE**

NEBRASKA HEALTH AND HUMAN SERVICES SYSTEM



**T**his brochure is intended to give a general guideline to all interested parties as to how and who pays for services and supplies received while one resides in the Veterans' Home System. Services and supplies at each home may vary based upon distance from VA Medical Centers, sharing agreements with local VA's, or availability of professional or manufacturing resources. These services and supplies will be attained through a variety of payment sources. In general, our system makes every attempt to provide uniform services and supplies at all locations.

Our philosophy as a system is to assist and help members with any and all needs knowing that our homes cannot pay for all needs. Our system, along with the utilization of available payment sources, allows for most needs of folks living at our Homes to be met.

A member must apply for all benefits that would offset the cost of their medical care. Non-veteran members (spouses, widow(er)s, and Gold Star parents) are required to pay for their medical expenses through Medicare, private or supplemental insurance, or the ability to pay.

The Veterans' Home System reserves the right to alter or change provisions of this "Understanding of Services and Supplies" as budget allowances provide.

**INCLUDED IN MAINTENANCE FEE**

*Items in this category are provided to all members as part of the monthly maintenance charge.*

**Living Quarters**

- Room with bed, dresser, closet and chair.
- Cable TV in common areas

**Nutritional Services**

- Meals served in the dining room and some snacks provided through dietary services
- Nutritional Supplements
- Services of a Registered Dietician

**Medical Equipment & Supplies**

- Insulin and diabetic testing supplies
- Lab supplies
- Wound care
- Oxygen supplies and nebulizers
- Incontinent supplies
- Adaptive equipment for dietary
- TED Hose
- Geri gloves
- Bath/shower chairs, toilet risers
- Trapeze bars

**Fall Injury Prevention Equipment & Supplies**

- Side rails
- Floor mats
- Bed, wheelchair alarms
- Multiple-use positioning devices

**Personal Hygiene**

- Nail care supplies
- Shampoo and conditioner
- Hair brushes and/or combs
- Body wash and deodorant
- Toothbrushes, toothpaste and mouthwash
- Denture cups and tablets
- Razors and shaving supplies

**Medical and Healthcare Services**

- Restorative services
- Respiratory therapy
- Facility physician services
- 24-hour nursing care
- Social Work services
- Health education

- Transportation to medical appointments (VA or ordered by Veterans' Home doctor)

**Dental Services**

- Preventive and basic dentistry that is medically necessary. Cosmetic dentistry is not included.

**Support Services**

- Maintenance and grounds
- Housekeeping and laundry services
- Recreation & Activities, both on and off campus
- Note:* Some expenses are the member's expense when off campus such as meals at restaurants, gambling, etc.
- Banking and financial assistance
- Personal locked compartment for valuables
- Wellness exercise equipment
- Support Groups
- Chaplain and various religious services

**MEMBER PAYS**

*Payment for all items listed here is the sole responsibility of the member.*

**Living Quarters**

- Personal furnishings may be brought into the Home with prior approval. Cleaning and repair of personal items is the responsibility of the member.
- Personal phone and monthly service bill
- Cable TV in member rooms

**Food and Sundries**

- Additional or personal choice snacks and/or beverages
- Meals off campus
- Tobacco products

**Medications**

- Privately purchased medications from other pharmacies

**Personal Hygiene**

- Personal choice brands or items
- Electric razors
- Haircuts and hairstyling
- Cosmetics

**Medical and Healthcare Services**

- Transportation to private medical appointments

**Support Services**

- Personal laundry supplies and dry cleaning expenses
- Stationery, postage, writing instruments

**MEMBER RESPONSIBLE**

*The Home will attempt to bill for these services and supplies through the potential payment sources listed (see back). If those payment sources are unable to cover the cost of the service or supply, the member is ultimately responsible for the cost. The Home will not pay for this service or supply.*

**Medical Equipment & Supplies**

- Mobility equipment such as wheelchairs, scooters, walkers, canes and crutches
- Note:* Each Home may have donated items that members may borrow temporarily
- Specialty equipment desired by the member but not a medical necessity
- Specialty supplies such as compression stockings, edema gloves, braces, orthotic equipment, etc.
- Eyeglasses
- Hearing Aids and batteries
- Artificial limbs
- Adaptive equipment for activities of daily living (other than dietary needs)

**Fall Injury Prevention Equipment & Supplies**

- Single use positioning devices
- Hip pads and helmets
- Safety equipment for wheelchairs

**Medical and Healthcare Services**

- Emergency Hospital Care for Veterans at Grand Island and Thomas Fitzgerald
- Emergency Hospital Care for Non-Veterans at all four Homes
- Emergency Ambulance Service for Non-Veterans